



BRANCH MEDICAL CLINIC NAVAL STATION NORFOLK

OFFICER IN CHARGE CDR J. W. Cherry, NC, USN

The primary mission of this clinic is to provide health care to the operating forces of all branches of the United States, as well as occupational health services to eligible military and civilian personnel.

General Business Hours

Monday through Friday 0700 - 1600

Acute Care/Acute Ancillary Services Hours

Monday through Friday 0700 - 1900

Saturday, Sunday and Holidays 0700 - 1100

AFTER HOURS CARE. If you need medical care after normal hours, please call our duty phone at 314-6290 and ask to speak to the Primary Care Manager on call. If you have an emergency, call 444-3333 (on Naval Station) or call 911 (civilian community) to request an ambulance. Please do not bring patients to the clinic after hours as this may delay access to the care that they need.

APPOINTMENTS may be scheduled through the Tricare Service Center (TSC). Telephone lines open at 0630 for active duty personnel only, and 0700 for all other eligible beneficiaries.

If you find that you are unable to keep an appointment, we ask that you please notify the Tricare Service Center (TSC) or the appropriate clinic as soon as possible to cancel your appointment.

We are deeply concerned with your opinion regarding the quality and timeliness of the medical care you receive. Your comments are very much appreciated and provide us with insight and opportunities to improve our services. Any concerns or questions can be directed to our Patient Contact Representative at 314-6404 or the Administrative Officer at 314-6212.

CLINIC TELEPHONE NUMBERS

Acute Care Clinic	314-6290
Administrative Officer	314-6212
Ambulance Service	444-3333
Aviation Medicine	314-6312/4/6275
Aviation Phy Tng Unit	444-1329
Base Security	444-2324
Chief Master-At-Arms	314-6326
Command Career Counselor	314-6204
Dental Clinic	444-7011
Duty Phone	314-6290
Education and Training	314-6237/36
Emergency	444-3333
Facilities	314-6326
Family Practice	314-6346/47
Fax Machine	445-1693
Fleet Liaison Officer	314-6259
Fire Department	444-3333
Health Benefits Advisor	314-6235
Health Promotions	445-1471/43
Immunizations	314-6300
Laboratory	314-6391
Medical Records Office	314-6231/28
Military Medicine	314-6245/46
Naval Hospital Info Desk	953-5008
Obstetrics/Gynecology	314-6335
Occupational Health	314-6364/65
Optometry	314-6383
Overseas/Sea Duty Screening	314-6402/6416
Patient Contact Rep	314-6404
Pharmacy	314-6219/20
Pharmacy Refill Phone-ins	314-7477
Physical Exams	314-6312/4/6275
Physical Readiness Screens	314-6255/6247
Physical Therapy	445-1162
Preventive Medicine	314-6283
Public Affairs Officer	314-6212
Radiology	314-6244
Red Cross Representative	314-6454
Senior Enlisted Leader	314-6211
Tricare Service Center (TSC)	1-800-931-9501

Services provided by BMC NAVSTA Norfolk

AVIATION MEDICINE AND PHYSICAL

EXAMINATIONS provides routine and special duty physical examinations for shore based active duty personnel and candidates for service academies and ROTC Programs. Appointments are required for physicals and can be scheduled by calling the TSC at 1-800-931-9501. Routine physical examinations are conducted Monday through Friday from 0615 to 1500. The following screening exams are conducted on a walk-in basis:

- **Flight deck personnel** Monday through Thursday 1245-1330.
- **Forklift and heavy equipment operators** Monday through Thursday 0700-0800.
- **Reenlistment and extensions** Monday through Friday 0700-0745.
- **Selected passengers** Monday through Friday 0730-0800.
- **Fire fighting personnel** Monday through Friday 0700-0830.

Problems with obtaining an appointment or special situations should be addressed by calling the Aviation Medicine Department at 314-6275/4817.

Routine Physical Examinations are required as follows:

- a. One examination every five years, within 30 days of birth date, up to age 50.
- b. 50-60 years of age, every two years, and annually thereafter.
- c. Members on flight status will receive an annual physical exam up to 30 days before and up to the last day of their birth month.

NOTES:

- A TB skin test must have been performed within 1 year of separation/retirement.
- HIV test is required within 90 days of actual separation, or start of terminal leave.
- Separation physical can be done up to six months prior to separation.
- Retirement physicals can be done up to 1 year prior to retirement.
- A review of your Medical record is required within 45 days of actual separation. This can be done on a walk-in basis Monday through Thursday from 0730-0830.

FAMILY PRACTICE CLINIC provides

comprehensive Medical Care to some retirees under the age of 65, active duty family members and NATO members that are assigned to Sewells Point. Services available include Well Baby Checks, School Physicals, Patient Education classes, and Health Maintenance. Patients must be enrolled as members of Family Practice and Tricare Prime before appointments can be scheduled. (This does not include portability.) To become a member of Family Practice, it is necessary to complete an enrollment application for Tricare Prime. Applications are available at the Health Benefits Advisors Office.

Appointments are required and may be scheduled by calling the TSC at 1-800-931-9501. Appointments are scheduled Monday through Friday, 0730-1540. Pregnancy tests and medication refills may be requested by calling 314-6346/7.

HEALTH PROMOTION is available to area commands for group or individual education and counseling on wellness and healthy lifestyle. Health Promotions is located in the Wellness Center, Bldg. CEP-58, inside Gate 5. Classes offered include:

- **Cholesterol Control** 1st Wednesday each month from 0900-1030
 - **Fresh Start -Tobacco Cessation** Four 90 minute sessions, Thursday, 0900-1030. Make up classes available.
 - **Health Risk Appraisals, Cholesterol & B/P Screening.**
 - Monday, N24 Gym, 1130-1300, no appt. necessary.
 - Tuesday, HSA (CINCLANTFLT), 1000-1400, no appt. necessary.
 - Wednesday-Friday, Wellness Center, BMC NAVSTA Norfolk, Bldg. CEP-58, call 445-1443 for appt.
 - **Hypertension Control** 3rd Monday each month from 1300-1430
 - **Weight Management** 5 week class, Wednesday 1200-1330
 - **Tobacco Cessation Support Group** 1st Friday each month 1030-1130
 - **Weight Management Support Group** 1st Friday each month 1200-1300
 - **GMTs & Health Fairs** are available as requested
- To sign-up for classes call TRICARE at 1-800-931-9501 or Health Promotions at 445-1443.

OCCUPATIONAL HEALTH provides treatment for occupationally related illnesses and injuries, as well as providing services to active duty personnel and civil service employees placed on any medical surveillance or annual screening programs. These programs are specifically provided for workers exposed to work space hazards. To schedule an appointment or for more information call 314-6364/6365. Hours of operation are Monday through Friday, 0700-1530.

OPTOMETRY CLINIC performs routine eye examinations for active duty personnel only. Appointments may be scheduled through the TSC at 1-800-931-9501 and are available Monday through Friday 0700-1600. Problems obtaining an appointment or special situations should be addressed by calling the Optometry Department at 314-6383.

OVERSEAS/SEA DUTY SCREENING OFFICE is responsible for ensuring that all personnel in receipt of orders to overseas or sea duty assignments meet both medical and dental qualifications prior to transfer. Some screens will require special laboratory studies or physical examinations, which may take in excess of 30 days to complete. Therefore, personnel are required to initiate their screening process as soon as possible.

Please remember that for overseas assignments you MUST START YOUR SCREENING PROCESS IMMEDIATELY UPON NOTIFICATION OF TRANSFER. To complete the second phase of a sea duty screen you MUST be in possession of orders. For more information, please call 314-6402.

PATIENT CONTACT REPRESENTATIVE There is a network of Patient Contact Representatives assigned to the various clinics within BMC NAVSTA Norfolk. These representatives are responsible for ensuring that you, our patient, receive prompt response to questions or concerns that you may have and to ensure that your visit goes as smoothly as possible. If you have any questions or concerns please call 314-6404.

PHARMACY DEPARTMENT provides pharmaceutical services to all eligible beneficiaries. In addition to filling routine prescriptions for both military and civilian physicians, they provide refill services, and patient counseling and education on the effects and proper usage of medications. Pharmacy services for new prescriptions are available Monday through Friday, 0700-1900. Civilian prescriptions and over the counter medication pick up are processed Monday through Friday, 0800-1900. Personnel who desire to have their prescriptions refilled should use our phone-in system by calling 314-7477. For additional information or assistance please call Pharmacy staff at 314-6219/6220.

PHYSICAL READINESS TEST (PRT) SCREENING SECTION provides local area commands assistance in conducting and verifying personnel for PRT screening. Please contact the Military Medicine Division Leading Petty Officer at 314-6247 to schedule screening appointments. Height, weight and body fat measurements must be completed by the Command Fitness Coordinator (CFC) prior to any appointment. Additionally, CFC's must ensure that patients have a current physical examination prior to the scheduled appointment.

PHYSICAL THERAPY OFFICE is located in the McCormick Gym (CEP-58) building inside Gate 5. It is available to area commands for scheduling classes on rehabilitation of muscular, skeletal, orthopedic, and neurological disorders.

Rehabilitation classes offered include:

- Back school (i.e. lifting mechanics, posture alignment and ergonomics.)
- Knee school (i.e. PFS, ACL, MMT, and quadriceps strengthening.)

The Clinic is open Monday through Friday from 0700-1500. Appointments are available only for patients having medical consultation referral. For more information and appointments call 445-1162.

PREVENTIVE MEDICINE DEPARTMENT provides services regarding the monitoring, counseling and tracking of communicable diseases, food service and sanitation inspections, food service handlers, barber physical examinations, day care and berthing inspections, and pre-deployment briefings. Patient care services are provided Monday through Friday from 1300-1500 to include food service or barber cards. For more information call 314-6283.

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RADIOLOGY DEPARTMENT provides routine radiography and fluoroscopic studies (including upper and lower gastrointestinal studies, and oral cholecystograms.) Routine Radiology services are available Monday through Friday from 0700-1600. In support of the Military Acute Care Department, a duty technician is available after working hours Monday-Friday until 1900 and on weekends/holidays from 0700-1100. Appointments are required only for patients having fluoroscopic studies conducted. For more information and appointments call 314-6244.

TRANSPORTATION Shuttle services are provided by Naval Station Staff Engineering Department. The shuttle will operate on the schedule provided below. For additional information call 322-2429.

<i>LOCATION</i>	<i>BLDG</i>	<i>ARRIVE</i>	<i>DEPART</i>
Naval Station	J-50	0720	0730
Sewells Point	CD-2	0730	0740
NAVMEDCEN	215	0820	0830
Portsmouth			
Sewells Point	CD-2	0915	0920
Naval Station	J-50	0925	0930
Sewells Point	CD-2	0935	0940
Sewells Point	CD-2	1115	1120
Naval Station	J-50	1125	1130
Sewells Point	CD-2	1135	1140
NAVMEDCEN	215	1255	1235
Portsmouth			
Sewells Point	CD-2	1315	1320
Naval Station	J-50	1325	1330
Sewells Point	CD-2	1335	1340
NAVMEDCEN	215	1420	1435
Portsmouth			
Sewells Point	CD-2	1515	1520
Naval Station	J-50	1525	1530
Sewells Point	CD-2	1535	1540
NAVMEDCEN	215	1620	1635
Portsmouth			
Sewells Point	CD-2	1715	1720
Naval Station	J-50	1725	****

TRICARE Health Benefits Advisor are available to assist all eligible personnel with TRICARE related issues. If you need assistance or information, please contact the Health Benefits Advisor at either 314-6235 or 314-6236. Walk in hours are Monday through Friday, 0730-1530. Forms and information are available onsite.